



# ANNUAL REPORT

2021-2022

**Office of  
Minority  
Student  
Affairs**



## Guiding Philosophies

### Mission

The Office of Minority Student Affairs' (OMSA) mission is to provide exceptional support services that enhance the academic achievement, personal development, and graduation rates of first generation, low-income, and historically underrepresented students at Illinois.

### Vision

OMSA's vision is to become the campus leader and national trailblazer in transforming the lives of first generation, low-income, and historically underrepresented students.

### Organizational Priority

We will continue enhancing our organizational culture by operationalizing the following principles: **S.O.A.R.**— “**Excellence in Service, Organizational wellness, Assessment and Results.**” Metrics for this priority include student satisfaction assessment, learning outcomes assessment, employee satisfaction assessments, and evidence of student success as defined by the metrics for goal number one above.

## ACCOMPLISHMENTS

### Accomplishment #1

The OMSA led the campus' largest ever National First-Generation Day Celebration with collaborators from the Office of Inclusion and Intercultural Relations and Illinois Promise. The event was featured in the News Gazette on November 9, 2021: <https://go.illinois.edu/fgstory>

### Accomplishment #2

The OMSA provided over 46,400 points of contact through our Advising & Mentoring program, including 1,813 one-on-one mentoring sessions; 9,834 points of contact through our TRIO SSS program, including 503 individual advising sessions; and 2,039 tutoring sessions with 353 unique students in a year that continued to be impacted by social distancing restrictions. Overwhelmingly, these services are utilized by First Generation students and Student of Color.

### Accomplishment #3

This year, the OMSA was extremely proud to honor 5,907 of our students at our 54<sup>th</sup> Annual Mom's Day Scholastic Awards Ceremony. Of these students, 2,312 achieved a 4.00 GPA in either the Spring 2021 or Fall 2022 semesters, with the remainder achieving a 3.67 or better.

### Accomplishment #4

TRIO Students continue performing at high levels, across all programs: 100% graduation rate among TRIO Talent Search High School Seniors and 100% of TRIO Talent Search students (6<sup>th</sup> grade-11 grade) persisted in school, advancing to the next academic grade level; SSS students reported a 96% persistence rate and 93% good academic standing rate during SP21; a McNair Scholar won 3rd Place this June for his oral presentation at the SAEOPP 27th Annual Conference in Atlanta, Georgia. Because of these successes, our TRIO Upward Bound Grant was renewed, locking in another 5 years of TRIO Upward Bound at Illinois. The TRIO Upward Bound award is valued at \$505,580 annually or \$2,527,900 in total for distribution between FY22-FY27 to serve first generation, low-income, and disadvantaged high school student populations.

## Accomplishment #5

FY22 was a historic year for OMSA Advancement. The OMSA received \$2,074,872 in gifts and gift commitments. Included in this total is a single estate gift commitment for two million dollars—the largest single commitment in the OMSA’s history and among the largest in Student Affairs history. The additional \$74,872 was raised to fund endowed and current use student scholarships.

## CHALLENGES

The Office of Minority Student Affairs continues to be challenged by inadequate space and fiscal resources. As we transition back to in-person and hybrid operations, our dire space shortage remains unchanged. Hence, we are forced to return to the unsustainable practice of asking our college and student affairs partners to provide office space for our staff. Similarly, fiscal shortfalls continue to hamper the delivery of student programming and services. Despite our success in recent federal TRIO competitions, our state budget allocation has not rebounded. Since FY 14 our state allocation has been reduced by nearly 10%, while the demand for OMSA services from students and campus partners has increased. The OMSA’s support of first-generation, low-income, and historically underrepresented students is vital to ensuring their success at the University of Illinois and consonant with the campus strategic plan. Resolving the aforementioned gaps in resources will enhance the OMSA’s ability to continue providing equitable access to student success and belonging opportunities for more Illinois students.

## KEY PERFORMANCE INDICATORS

### Indicator #1

Student interactions with OMSA Advising and Mentoring Services: **3,145**

### Indicator #2

Total UIUC student interactions logged by all OMSA units: **6,926**

### Indicator #3

Total unique UIUC students served by all OMSA units: **1,493**

More details about how KPI’s are calculated are available upon request.

## STRATEGIC GOALS 2021-2022

### **Goal #1: Increase the number of unique students served in advising and tutoring by 10-20%.**

Theme: Equity, Inclusion, and Justice

How will it be achieved: Directly interacting with students is amongst the most impactful work the OMSA achieves every year. Each of our units has programs in place to provide academic, personal, and career development services to students. By continuing to adapt our services to reach the most students, we will implement and advertise in-person, hybrid, and online services to the largest possible cohort of OMSA students.

Metrics: Service delivery numbers will be compared to that of the 2021-2022 academic year, across Advising & Mentoring and Tutoring and Academic Services. This will be monitored through the 2022-2023 academic year.

### **Goal #2: Increase academic programming and partnerships with Native American House (NAH) and sustain the FY 22 increases in programming and services with the Asian American Cultural Center (AACC), La Casa, and the Bruce Nesbitt African American Cultural Center (BNAACC).**

Theme: Collaboration and Community Partnerships

How it will be achieved: The OMSA is uniquely situated within Student Affairs to provide Academic Affairs style services to the first generation, low-income, and historically underrepresented students at Illinois. By partnering more closely with NAH, AACC, La Casa, and BNAACC who are charged with serving segments of the same populations, we hope to increase our collective impact by creating programs that more efficiently and comprehensively serve our shared populations of students. This will be achieved by intentionally engaging our colleagues in NAH, AACC, La Casa and BNAACC and considering these partnerships as we implement our calendar of programming for the upcoming year.

Metrics: Creation of new programs jointly operated by OMSA and partners within the cultural centers listed above; Documentation of increased planning and collaboration between OMSA and our cultural center partners. Evidence of increased collaboration will be logged throughout the 2021-2022 academic year, with a semesterly review conducted by the OMSA Leadership Team.

### **Goal #3: Implement and assess OMSA's new i-Succeed pilot program in Advising & Mentoring.**

Theme: Equity, Inclusion, and Justice

How it will be achieved: Led by Advising & Mentoring team, we have developed a comprehensive plan for i-Succeed that draws on our own expertise and the expertise of colleagues across Student Affairs. We will simultaneously provide academic and personal development skills content alongside community building initiatives within multiple targeted subpopulations within OMSA. Invitations will be sent out during the first week of the semester, with sessions occurring during the Fall 2022 semester. During Spring 2023, we will assess the pilot and determine what the i-Succeed program may look like moving forward.

Metrics: Evidence for this goal will be the public launch of the pilot program in Fall 2022 and the evaluation report on the pilot during the summer of 2023.

## OVERVIEW OF PROGRAMS/SERVICES

OMSA's mission is to provide exceptional support services that enhance the academic achievement, personal development, and graduation rates of first generation, low-income, and historically underrepresented students at Illinois through our Advising & Mentoring, Tutoring & Academic Services, and four federal TRIO programs. While the lingering effect of COVID continues to dampen our overall service numbers, we are proud of the impact that we had across campus this year.

### Advising & Mentoring

- 46,462 total interactions were logged during 2021-2022. This includes 3,145 one on one interactions and 1,210 hours of direct service. In total, 1,080 New Full-Time Freshmen (NFTF) and Transfer students identified for our high-impact services. Even though unique students served dipped in 21-22, both the number of individual interactions (+16.9%) and the number of hours of service provided (+34.9%) increased sharply.
- 702 unique students had individual interactions with an OMSA Mentor—maintaining 90% of 2020-2021 utilization.
- 1,230 students utilized services through StudentLingo, our 24/7 academic skills web partner. These students visited 2,285 times with 277 hours of content viewed.

### Tutoring at the Academic Services Center

- 355 unique students attended tutoring—a small increase over 2020-2021 (353 unique students).
- 1,928 individual visits totaling 2,318 hours in tutoring services were provided. Continued social distancing limited the number of small group appointment times available. While the number of tutoring sessions slightly dipped (-6.1%), the number of hours of tutoring provided increased (+22.0%).
- 96 tutors on campus utilized our tutor training services through TutorLingo, our 24/7 tutoring skills web partner. These tutors visited 250 times with 85 hours of content viewed.

### TRIO McNair Scholars

- 25 total TRIO McNair Scholars Participants
- A new, 5-year McNair Grant proposal was successfully submitted in April 2022
- December 2021 Graduates = 2; May 2022 Graduates = 9
- 5 seniors presented at our 2022 EMERGE celebration
- 8 scholars presented at the Illinois Undergraduate Research Symposium this spring and 12 are presenting at the Illinois Summer Research Symposium in July
- One scholar won 3rd Place this June for his oral presentation at the SAEOPP 27th Annual Conference in Atlanta, Georgia.

### TRIO Student Support Services

- 261 total TRIO Student Support Services participants
- 51 scholars graduated (or are scheduled to graduate) in May or August 2022 with baccalaureate degrees
- 96% persistence rate; 93% good academic standing rate
- 82% average graduation rate for the 2011-2016 SSS cohorts

- TRIO SSS provided 485 one-on-one advising sessions, in addition to workshops, cultural events, and community building activities, leading to 1,025 direct hours of service and 9,685 total points of contact with students.

### TRIO Talent Search

- 452 total TRIO Talent Search participants
- 100% graduation rate among TRIO Talent Search High School Seniors, maintaining our perfect record from the past two years.
- 100% of TRIO Talent Search students (6<sup>th</sup> grade-11 grade) persisted in school, advancing to the next academic grade level

### TRIO Upward Bound

- 101 total TRIO Upward Bound participants
- 34 students participated in the 2022 Summer Residential Program
- 60+ college acceptances for 2022 seniors from institutions across the Mid-West, Northwest, the South, and the East Coast
- Hired two full-time Pre-College Advisors and embedded student peer mentors into three local high schools

## ASSESSMENT

The OMSA has continued to expand its assessment practices and continue to push for improvements across all units within the office. This year saw the creation of the final collegiate service logging system and the creation of the OMSA Persistence and Graduation Rate Comparison Dashboard. Both of these advancements mark milestones for the better understanding of OMSA services and the ability to better collaborate with other units in Student Affairs.

### Expansion of Service Tracking to All Collegiate Programs

Over the past three years, the OMSA has partnered with Student Affairs Technology to revolutionize how the OMSA tracks student participation and maintain advising notes for the thousands of students who utilize our services each semester. This year, the McNair Scholars Management System went live, marking the full transition of all OMSA college-facing services to this suite of logging tools. This system, along with its two sister systems (the Advising and Mentoring Management System and Student Support Services Management System), allows for the logging of individual meetings with students, emails, and service and referral tracking requirements for the Department of Education. Now with all OMSA collegiate services utilizing our tracking systems, we have a more comprehensive view of how the OMSA impacts students at the University of Illinois.

### OMSA Persistence and Graduation Comparison Dashboard

Another major advancement over the past year is the release of the OMSA Persistence and Graduation Comparison Dashboard. This project compiles student data beginning in 2007 to demonstrate the successes and achievements of OMSA students and our various subpopulations while acknowledging the disparities in some metrics as compared to the general student population. This dashboard also has the ability to demonstrate how the OMSA's services have a tangible impact on student outcomes. This project also allows for easy data collaboration with other campus units by quickly combining other unit's data into this full universe of OMSA-centric data. Not only does this let other units better recognize the impact of OMSA students in their area but allows the OMSA to show the impact of its students more fully across Student Affairs.

## EQUITY, INCLUSION, JUSTICE

The OMSA has an abiding commitment to diversity, both amongst our staff and within the services we provide. The OMSA's staff is one of the most diverse on campus. Of our current 22 FTE employees, 59% identify as African American/Black, 14% as Latinx, and 27% as White. 55% of our professional staff identify as women and 50% of OMSA's units are led by women. 72% of OMSA's professional staff members hail from historically underrepresented communities and 100% of our departmental leaders do as well.

Providing services to the campus's diverse student body is at the core of the OMSA's mission. 100% of the services we provide are designed to meet the unique needs of the 13,502 first-generation, low-income, and/or historically underrepresented or underserved undergraduate students at Illinois.

	<b>Number of Students</b>	<b>Percentage of Undergraduates</b>
<b>Race-Eligible</b>	7,160	21.7%
<b>First-Generation</b>	7,328	22.2%
<b>Low-Income</b>	4,529	13.7%

In addition to the services provided to University of Illinois students, our TRIO Talent Search and Upward Bound services provide college preparatory services to more than 600 middle and high school students from Champaign, Decatur, and Urbana. This is exemplified by our TRIO Talent Search population where 78.7% of students identify as low-income and first-generation and 76.4% identify as African American/Black.

Our commitment to pre-college students even extends beyond those directly served by our TRIO programs. The OMSA has expanded efforts in partnering with the Office of Undergraduate Admissions to provide materials about our services and efforts on campus to all students who are accepted. This, in addition to other yielding activities, has led to higher rates of incoming students recognizing our office and individual staff members featured in our communications. It is through this early community building we hope to show all students that they do indeed have a place at the University of Illinois. The OMSA has been committed to inclusive excellence for more than five decades; we are committed to sustaining our efforts indefinitely.

## COLLABORATIVE PARTNERSHIPS

Collaborative partnerships are integral to the success of nearly all the services provided through the OMSA. Below are selected examples of partnerships we participated in during in 2021-2022 AY.

### Campus and System Collaborations

The OMSA participated in dozens of recruitment, yielding, and outreach activities. Events include, but are not limited to, Summer Registration, Grainger College of Engineering's ARISE Program, Inbound, Salute to Illinois Scholars, Salute to Academic Achievement, the Chicago Public Schools COMPACT Initiative, and numerous middle and high school visits.

OMSA also partnered with the Office of Undergraduate Admissions. Through the OUA, we emailed all new accepted/admitted students once a month, beginning in February and continuing through to their arrival on campus. As we have reported in previous years, this effort has led to many more students attending the OMSA Fall Welcome program, with many students recognizing Director Cobb by name due to these emails.

### Student Affairs Collaborations

The OMSA Excellence Awards—awarded annually to four graduating students who exemplified excellence in academics, leadership, and community service. Each year the OMSA collaborates with La Casa and the Bruce D. Nesbitt African American Cultural Center to present these awards at their respective congratulatory ceremonies.

The Black & Latino Summit—a program designed to explore the intersections of race and gender cosponsored by Office of Inclusion and Intergroup Relations, Bruce Nesbitt African American Cultural Center, La Casa, the OMSA and other UIUC collaborators.

D.I.N.E. (Diversity Inclusion Network Exchange)— a career development activity focused on inclusion and diversity cosponsored by the Career Services Network, the OMSA, University Housing, Office of Inclusion and Intergroup Relations.

F.O.C.U.S. (Fostering Opportunity, Community, and Unwavering Support)—a career development initiative sponsored by OMSA, the Career Center, and private donors that seeks to mitigate the disparities in post-graduation outcomes for underrepresented and first- generation graduates at Illinois.

OMSA Satellite Services: the OMSA provided on-site advising and mentoring drop-in services to students in the Bruce Nesbitt African American Cultural Center and La Cultural Latina on a weekly basis to strengthen our partnership with key Student Affairs collaborators and expand our accessibility to historically underrepresented students at UIUC.

OMSA's collegiate academic services staff partnered with the La Casa, the Asian American Cultural Center, the Bruce Nesbitt African American Cultural Center, and i-Promise on a host of workshops and events targeting both OMSA students.

The OMSA's pre-college programs partnered with McKinley Health Center, Facilities & Services, Housing & Dining and La Casa to provide events throughout the year while providing services on campus.

### Academic Collaborations

The OMSA's Advising & Mentoring and Tutoring & Academic Services units continued to partner with the colleges of AHS, ACES, BUS, EDU, ENG, FAA, LAS, MEDIA, SSW, and the Division of General Students (DGS) to provide advising, mentoring, tutoring, and other academic support services.

The OMSA collaborated with the Campus Honors Program again this spring to host its seventh annual recruitment luncheon for talented, underrepresented, second semester freshmen.

The OMSA also collaborated with the Department of Community Health within the College of AHS to host a OMSA Health Access and Outreach Internship, centered on identifying and serving the needs of first-generation, low income, and underrepresented populations regarding health services and resources.

The OMSA's Tutoring & Academic Services unit continued to coordinate activities for the campus-tutoring network, the Illinois Learning Support Professionals with CARE in Engineering, the Chemistry Learning Center, the Writers Workshop, and other academic support centers on campus. We also provided workshops for student groups, such as the Undergraduate Psychology Association.



The OMSA also worked with several external retention agencies to serve Illinois students. These organizations include the Chicago Public Schools, Noble Network of Charter Schools, Evanston Scholars, One Goal, Chicago Scholars, College Possible, The 7th University LLC Educational Consultant Group, and the Institute of Young Minds.

The OMSA's pre-college programs partnered with Grainger College of Engineering, the School of Music, and the Department of African American Studies to provide workshops and events throughout the year while providing services on campus.

### Community Collaborations

In collaboration with the Champaign & Macon County communities, the TRIO Talent Search and TRIO Upward Bound programs continue to engage and support parents, guardians, and families to promote and encourage student learning, student growth and self-advocacy for approximately 600 first-generation, low-income, and historically underrepresented middle and high school students. Collaborators include Public School Districts 116, 61, and 4, the Boys and Girls Club, Urbana Neighborhood Connection Center, Regional Planning Commission, local AVID programs and other community partners.

### Goal Update

**Goal #1: Return to pre-pandemic levels of advising and tutoring service deliveries. Status: In Progress.**

While the OMSA did not return to pre-pandemic levels of advising and tutoring services this year, service delivery either improved or stayed roughly the same. Additional challenges of continued COVID distancing restrictions and difficulty hiring and retaining qualified graduate mentors also impeded this goal. To help achieve this goal moving forward, we have hired 2 additional full-time Student Success Advisors (SSAs) and will be hiring one more. We've will also expand our drop-in tutoring capacity and reinstate supplemental instruction for AY 2022-2023. With these modifications we anticipate a double digit increase in our service delivery.

**Goal #2: Increase academic programming and partnerships with AACC, La Casa, BNAACC, and NAH. Status: On going.**

While a goal like this is never truly accomplished, we believe we have made multiple strides to improve our partnerships with our peers in AACC, La Casa, BNAACC, and NAH. This year we modified our National First-Generation Student Day Celebration to directly include these cultural centers, we implemented satellite advising and mentoring hours in BNAACC and La Casa, and we increased our programming and outreach to each center.

**Goal #3: Engage in a department level strategic planning process to align our efforts with the new SA Strategic Goals for 2021-2026. Status: Accomplished**

The OMSA worked throughout the last calendar year to create a comprehensive departmental level strategic plan. This plan was shared internally during the Spring 2022 semester and will launch publicly with the release of our new website.

## Facilities

The OMSA's space shortage remains dire. Over the past three years, the OMSA has invested significant resources in our facilities on John Street and Oregon Street to repurpose existing space to best accommodate our staff and operational needs. Space traditionally utilized by graduate assistants and undergraduate employees have been converted into shared office space for full-time staff—relegating student employees to remote positions, deleterious to their professional development. With increasing demands for services driving additional hiring, the OMSA continues to face difficult questions regarding space with fewer options. While the OMSA has managed to adapt, we are nearing the end of our ability to adjust our current space, both physically and financially. The OMSA needs a more suitable, single home to unify our programs and strengthen the impact we can have on the students we serve.